



On-site rules for **CAMPING LES CHENES**

GENERAL CONDITIONS

1. Conditions for admission and stay

To be allowed to enter, to set up or stay on a campsite, you must have been authorised by the manager or his/her representative. The latter must ensure the good upkeep and good maintenance of the campsite as well as compliance with the application of these on-site rules.

Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them.

No one can take up residence here.

2. Police formalities

Minors not accompanied by their parents will only be admitted with written authorisation from them.

Pursuant to article R. 611-35 of the entry and stay code of foreigners and the right of asylum, the manager is required to have a client of foreign nationality, upon his/her arrival, fill in and sign an individual police form. It must include the following information:

- 1 Surname and first name(s);
- 2 Date and place of birth;
- 3 Nationality;
- 4 Usual place of residence.

Children under the age of 15 can be included on one of the parents' forms.

3. Setting up

Outdoor accommodation and related equipment must be installed on the pitch indicated in accordance with the directives given by the manager or his/her representative.

4. Reception

The opening hours in July and August are 8 a.m. to 1 p.m. and from 3.30 p.m. to 8 p.m.

Out of season they are from 8 a.m. to 1 p.m. and 3.30 p.m. to 7 p.m.

Any change in schedule will be displayed at reception.

At the reception office you can find all the information on the services of the campsite, information on how to obtain supplies, sports facilities, tourist attractions in the surrounding area

and various addresses that can be useful.

A system for collecting and processing complaints is made available to clients.

5. Display

These on-site rules are displayed at the entrance to the campsite and at the reception. They are given to any client on request.

For classified campsites, the classification category with the wording tourism or leisure and the number of tourism or leisure pitches is displayed.

The client is informed of the prices of the various services under the conditions set by decree of the Minister for consumer affairs and these can be consulted at reception.

6. Departure terms

The rental accommodation may be occupied between 4 p.m. and 8 p.m. on the day of arrival and must be vacated by 10 a.m. on the day of departure.

The pitch may be occupied between midday and 8 p.m. on the day of arrival and must be vacated by midday on the day of departure.

Clients are asked to notify the reception of their departure the day before they leave. Clients intending to leave before the opening time of the reception must pay for their stay the day before they leave.

7. Animals

Animals are welcome at camping Les Chênes. They must be kept on a lead, be up to date with their vaccinations and the vaccination booklet is compulsory (mandatory anti-rabies vaccination). They are not allowed in the toilet blocks. 1st and 2nd category dogs are not allowed. *Animals should not be left alone in rentals or on pitches.*

Their waste must be removed by their owners.

8. Noise and silence

Clients are requested to avoid any noises and discussions that could bother their neighbours.

Sound devices should be set accordingly. Doors and car door closures must be as discreet as possible.

Dogs and other animals must be kept on a lead. They should not be left at the campsite, even indoors, if their owners are absent. Their owners are legally responsible for them.

The management ensures the tranquillity of their clients by fixing schedules during which there must be total silence.

There should be total silence from 11pm to 8 am.

During this period, everyone must respect the right to rest of their neighbours.

9. Visitors

After being authorised by the management or their representative, visitors can be admitted onto the

campsite under the responsibility of the hosts who they are visiting.

The client can pick up one or more visitors at reception (limited to 4 visitors). The services and facilities of the campsite are accessible to visitors. However, visitors may have to pay to use these facilities according to prices which must be displayed at the entrance to the campsite and at the reception.

Visitors are not allowed to enter the campsite with their car.

Access to the swimming pool is **STRICTLY FORBIDDEN** for visitors.

10. Driving and parking vehicles

Inside the campsite, vehicles must be driven at a speed limited to 10km/h.

You can use your vehicle between 8am and 11pm.

Only the vehicles of campers staying at the campsite can be driven on the campsite. Parking is strictly prohibited on the pitches usually occupied by some sort of accommodation unless a parking space has been provided for this purpose. Parking should not hinder traffic or prevent newcomers setting up.

11. Maintenance and appearance of what has been set up

Everyone is required to refrain from any action that could affect the cleanliness, hygiene and appearance of the campsite and its facilities, especially the sanitary.

It is forbidden to throw wastewater onto the ground, into the gutters or the sanitary

Clients must empty wastewater into the facilities provided for this purpose.

Household waste, waste of all kinds and paper, must be placed in the dustbins. We ask you to use the waste sorting system provided at the campsite.

You can only wash items in the sinks provided for this purpose.

Laundry can be hung out to dry, if necessary, in the shared drying area. However, it is tolerated until 8 pm near accommodation, on the condition that it is discreet and does not bother the neighbours. It should never be hung from the trees.

Floral plantations and decorations must be respected. It is forbidden to knock nails into the trees, cut branches or plant anything.

It is not allowed to delimit the area of a pitch by personal means, nor to dig the ground.

Any repair of damage made to vegetation, fences, land or facilities of the campsite will be the responsibility of those who did it.

The pitch that has been used during the stay must be maintained in the state in which the camper found it when he/she arrived on the premises.

12. Safety

a) Fire

Open fires (wood, charcoal, etc.) as well as electric

barbecues are strictly forbidden. Stoves must be maintained in good working order and not be used under dangerous conditions.

In case of fire, immediately inform the management. Fire extinguishers can be used if necessary.

A first aid kit as well and a defibrillator is available at reception.

b) Theft

The management is responsible for objects left at the office and has a general obligation to monitor the campsite. The camper remains responsible for his/her own set up and must point out to the manager the presence of any suspicious person. Clients are asked to take the usual precautions to safeguard their belongings.

13. Games

No violent or disturbing game can be organised near the pitches.

Children must always be supervised by their parents.

14. Storage

Unoccupied equipment can only be left on the site after obtaining the agreement of the management and only on the pitch indicated for this purpose. This service may incur a charge.

15. Breaching the on-site rules

In the event that a resident disturbs the stay of other users or does not comply with the provisions of these on-site rules, the management or their representative may verbally or in writing, if they deem it necessary, warn the latter to cease the disturbance.

In the event of a serious or repeated breach of the on-site rules and after formal notice by the management to comply, they may terminate the contract.

In the event of a criminal offense, the manager may call on the police.